



# **Virginia Department of Rail and Public Transportation**

## **Title VI Annual Report and Update FY2019**

**December 9, 2019**

## **SECTION I - TITLE VI CHECKLIST TO BE REVIEWED BY TITLE VI COORDINATOR PRIOR TO COMPLETING THE ANNUAL REPORT AND UPDATE**

- ☒ Review Title VI laws and regulations for applicable changes since the most recent Title VI Plan update and annual report.
- ☒ Review DRPT's Title VI Plan to assure compliance with applicable Title VI regulations.
- ☒ Review DRPT's Title VI program, including agency operational guidelines and publications, including those for contractors, to ensure that Title VI language and provisions are incorporated, as appropriate.
- ☒ Meet with appropriate staff members to monitor and discuss progress, implementation, and compliance issues related to DRPT's Title VI program.
- ☒ Review the agency's Title VI program to assess if administrative procedures are effective, staffing is appropriate, and adequate resources are available to ensure compliance.
- ☒ Assess communications and public involvement strategies to ensure adequate participation of impacted Title VI protected groups; address additional language needs if necessary.
- ☒ Update Title VI Plan as needed (plan last updated October 1, 2018).

## **SECTION II - TITLE VI RELATED ACTIVITIES AND EFFORTS**

- No Title VI complaints were received by DRPT regarding its intercity bus service (The Virginia Breeze) or against any of our subrecipients.

## **SECTION III - TITLE VI ACCOMPLISHMENTS**

- Posted Spanish versions of DRPT's vital Title VI / ADA documents to the DRPT website (<http://www.drpt.virginia.gov/about/non-discrimination/>) and the Virginia Breeze website (<https://viriniabreeze.org/>).
- Performed a desk audit of DRPT's subrecipient websites to ensure Title VI / ADA compliance.

- Worked with DRPT's Communications team to update the boilerplate Title VI language for all public hearing / meeting announcements (see Appendix A).
- Made contact with the Virginia Department of Small Business and Supplier Diversity (VSBSD) to gauge their interest in helping spread the word about the Community Transportation Association of Virginia (CTAV) possibly inviting DBEs (free of charge) to the 2020 CTAV Conference and Expo in Virginia Beach. VSBSD would be very willing to assist.
- Researched the availability of DBE certified financial institutions via the Federal Reserve's website and the Virginia Department of SBSD's (VSBSD) Uniform Certification Program (UCP) directory. There are no certified DBE financial institutions available for DRPT or our subrecipients to do business with according to an annual search of those sources. The Federal Reserve website (<https://www.fdic.gov/regulations/resources/minority/mdi.html>) was searched for banks in Virginia - none were found. VSBSD's DBE directory was also searched for NAICS (North American Industry Classification System) code 522110 (Commerical Banking). No DBEs exist in VSBSD's database for this NAICS code.
- Completed the annual DBE surveying and required reporting to the FTA.
- Conducted an annual Virginia Breeze ridership survey.
- Trained DRPT front-line staff on the proper use of translation services (see Appendix B).
- Trained Virginia Breeze staff on the proper use of translation services (see Appendix C).
- Ensured Title VI / ADA Notices were properly displayed on Virginia Breeze vehicles (see Appendix D).

#### **SECTION IV - TITLE VI PROGRAM CHANGES**

- None.

#### **SECTION V - TITLE VI GOALS AND OBJECTIVES FOR THE UPCOMING YEAR**

- Perform an annual desk audit of DRPT's subrecipients to ensure Title VI / ADA compliance and alert subrecipients who are not in compliance.
- Conduct an annual Virginia Breeze ridership survey (see Appendix E).

- Conduct language assistance training for DRPT's new frontline staff and new Virginia Breeze staff, as necessary.
  - Complete the annual DBE surveying and required reporting to the FTA.
  - Update the DRPT Title VI plan as necessary to reflect the planned Virginia Breeze expansion 1) from Danville through Charlottesville and onto Washington D.C. and 2) from Martinsville through Farmville and onto Richmond.
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## **APPENDIX A – PUBLIC HEARING / MEETING CHECKLIST**

### **Title VI Checklist for Public Hearings/Meetings**

#### **Location**

- ☐ Is the meeting being held near bus lines or other modes of public transportation?
- ☐ Is the meeting being held in neighborhoods identified as having a high percentage of minority/low-income population?
- ☐ Is the meeting being held in an accessible location?

#### **Time**

- ☐ Is the meeting time convenient to minority/low-income communities (4:00 pm with the exception of the Northern Virginia meetings which begin at 5:30 pm due to the high volume of traffic in the Northern Virginia area)?

#### **Notice**

- ☐ Is the notice being published at least 30 days in advance for hearings and 15 days in advance for meetings?
- ☐ Does the notice state that foreign language and hearing impaired interpreter services will be provided with seven days advance notice? (if needed, DRPT will provide translated text also).
- ☐ Does the notice include the following statement:  
*“DRPT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964. DRPT will also provide reasonable accommodations and interpretive services for persons who require special assistance to participate in this public involvement opportunity as required by the ADA. For accommodations, additional information or how to file a complaint, please contact our Title VI Compliance Officer at 804.786.4440, 600 E. Main Street, Suite 2102, Richmond, VA 23219 or visit our website at [www.drpt.virginia.gov](http://www.drpt.virginia.gov)”*
- ☐ Is the notice being translated into different languages depending on the meeting location and available census data?
- ☐ Have fliers announcing these meetings been placed in locations such as DMV field offices, local libraries, and with local citizen groups?

#### **Meeting**

- ☐ Is a sign-in sheet available to determine the demographic and frequency of participation?
- ☐ Will the meeting be streamed live through our website to provide more widespread access to the public?
- ☐ Will the meeting be recorded and have the audio posted to our website for access by a larger percentage of the population?

## **APPENDIX B – DRPT FRONT-LINE STAFF TRAINING**



## APPENDIX C – VIRGINIA BREEZE STAFF TRAINING



**VIRGINIA BREEZE**  
CatchTheVABreeze.com

**Translation Service Instructions**  
**Operator Sign-Off Sheet**

The Virginia Department of Rail and Public Transit offers a translation service for its service providers. All operators of the Virginia Breeze should know how to use this service in the event that there is a limited English speaking customer in need of help.

Please sign off on the below sheet indicating that you have read and understand the attached translation service instructions. These instructions and a list of languages should be posted in all Virginia Breeze vehicles and can be referred to in the event that you need to use the service.

Operator Name:	Date:	Signature:
Rose Dicus	4/3/19	Rose Dicus
Granger Davis	4/4/19	Granger Davis
William Riddick	4/12/19	William Riddick
Gary Owens	4/13/19	Gary Owens
P. Pisset	4/13/19	P. Pisset
SERGIO ROBLES	4/13/19	Sergio Robles
Zoe Hill	4-13-19	Zoe Hill



**VIRGINIA BREEZE**  
CatchTheVABreeze.com

**Translation Service Instructions**  
**Operator Sign-Off Sheet**

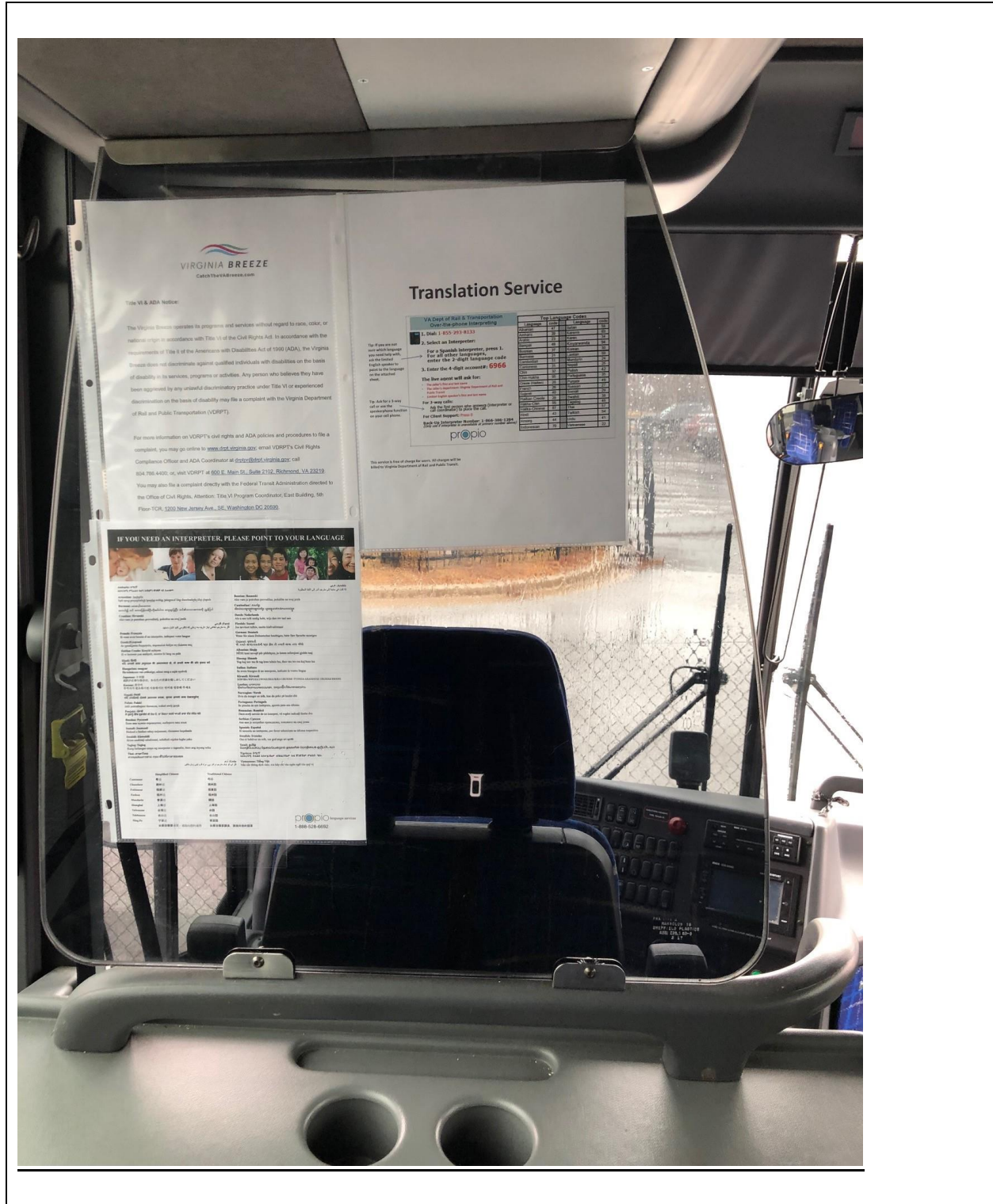
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Operator Name:	Date:	Signature:
John Foss	4/13/19	John Foss
Cynthia Dockett	4/13/19	Cynthia Dockett
Walter A. Bayman	4/13/19	Walter A. Bayman
Rodella M. Davis	4-14-19	Rodella M. Davis
Nick Powell	4/14/19	Nick Powell



## APPENDIX D – VIRGINIA BREEZE TITLE VI / ADA NOTICES





## APPENDIX E – VIRGINIA BREEZE RIDERSHIP SURVEY



The Virginia Breeze needs your input to better understand the demographics of our ridership to assure that resources are being distributed properly under Title VI of the Civil Rights Act of 1964. If you have already completed a survey, you do not need to fill this out again. All information will be kept **confidential**. Thank you for sharing your opinions!

### About your trip:

#### Where did you start your trip today?

- |   |   |
|---|---|
| <input type="checkbox"/> Blacksburg                     | <input type="checkbox"/> Christiansburg |
| <input type="checkbox"/> Lexington                      | <input type="checkbox"/> Staunton       |
| <input type="checkbox"/> Harrisonburg                   | <input type="checkbox"/> Front Royal    |
| <input type="checkbox"/> Dulles Airport                 | <input type="checkbox"/> Arlington      |
| <input type="checkbox"/> Washington, DC (Union Station) |   |

#### Where did you end your trip today?

- |   |   |
|---|---|
| <input type="checkbox"/> Blacksburg                     | <input type="checkbox"/> Christiansburg |
| <input type="checkbox"/> Lexington                      | <input type="checkbox"/> Staunton       |
| <input type="checkbox"/> Harrisonburg                   | <input type="checkbox"/> Front Royal    |
| <input type="checkbox"/> Dulles Airport                 | <input type="checkbox"/> Arlington      |
| <input type="checkbox"/> Washington, DC (Union Station) |   |

#### What is the purpose of your trip today?

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> Work         | <input type="checkbox"/> Medical             |
| <input type="checkbox"/> Shopping     | <input type="checkbox"/> Social/Recreational |
| <input type="checkbox"/> School       | <input type="checkbox"/> Social Services     |
| <input type="checkbox"/> Other: _____ |  |

#### How long does it take you to complete this trip?

- ☐ 15 minutes or less    ☐ 16-30 minutes  
☐ 31-45 minutes    ☐ 46-60 minutes  
☐ Over 60 minutes

#### How did you get to the bus today? Check all that apply

- |                                       |                                     |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Walked       | <input type="checkbox"/> Biked      |
| <input type="checkbox"/> Drove myself | <input type="checkbox"/> Got a ride |
| <input type="checkbox"/> Uber or Lyft | <input type="checkbox"/> Taxi       |
| <input type="checkbox"/> Other: _____ |                                     |

#### How will you travel from the bus today? Check all that apply

- |                                       |                                     |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Walked       | <input type="checkbox"/> Biked      |
| <input type="checkbox"/> Drove myself | <input type="checkbox"/> Got a ride |
| <input type="checkbox"/> Uber or Lyft | <input type="checkbox"/> Taxi       |
| <input type="checkbox"/> Other: _____ |                                     |

### About you:

#### Which do you consider yourself? Check all that apply

- |   |  |
|---|--|
| <input type="checkbox"/> African-American/Black               | <input type="checkbox"/> Caucasian/White |
| <input type="checkbox"/> Hispanic/Latino                      | <input type="checkbox"/> Asian           |
| <input type="checkbox"/> Native American Indian/Alaska Native |  |
| <input type="checkbox"/> Native Hawaiian or Pacific Islander  |  |
| <input type="checkbox"/> Other: _____                         |  |

#### What is your total annual household income?

- |   |  |
|---|--|
| <input type="checkbox"/> Less than \$10,000 | <input type="checkbox"/> \$10,000-\$25,000 |
| <input type="checkbox"/> \$26,000-\$45,000  | <input type="checkbox"/> \$46,000-\$65,000 |
| <input type="checkbox"/> \$66,000-\$85,000  | <input type="checkbox"/> \$86,000 or more  |

#### If you speak another language at home, how well do you speak English?

- |  |                               |                                   |
|--|-------------------------------|-----------------------------------|
| <input type="checkbox"/> Very Well   | <input type="checkbox"/> Well | <input type="checkbox"/> Not Well |
| <input type="checkbox"/> Not at all <input type="checkbox"/> I speak English at home |                               |                                   |

#### If you speak another language at home, what language do you speak?

\_\_\_\_\_

#### What is your age group?

- |                                      |                                      |                                |
|--------------------------------------|--------------------------------------|--------------------------------|
| <input type="checkbox"/> 17 or under | <input type="checkbox"/> 18-24       | <input type="checkbox"/> 25-44 |
| <input type="checkbox"/> 45-64       | <input type="checkbox"/> 65 or older |                                |

#### What is your gender?

- ☐ Male    ☐ Female    ☐ Transgender

#### What is your employment status?

- |   |                                     |
|---|-------------------------------------|
| <input type="checkbox"/> Employed Full-Time | <input type="checkbox"/> Student    |
| <input type="checkbox"/> Employed Part-Time | <input type="checkbox"/> Retired    |
| <input type="checkbox"/> Homemaker          | <input type="checkbox"/> Unemployed |

#### Why did you choose Virginia Breeze today? Check all that apply

- |  |  |
|--|--|
| <input type="checkbox"/> Affordability                         | <input type="checkbox"/> Convenience                   |
| <input type="checkbox"/> No car available                      | <input type="checkbox"/> Don't have a driver's license |
| <input type="checkbox"/> Good for the environment              |  |
| <input type="checkbox"/> My employer provides transit benefits |  |
| <input type="checkbox"/> Difficult parking at my destination   |  |
| <input type="checkbox"/> Other: _____                          |  |